



PT Call Taker(s)

(Emergency 911/non-emergency Operator and Dispatcher)

Communications Department

Hiring Range: \$34.26 – 38.78 per hour

1 year contract with possible extension

4 vacant positions

ABOUT SSPS

The South Simcoe Police Service (SSPS) is committed to the safety and well-being of our community in the Towns of Innisfil and Bradford West Gwillimbury. Our vision is to make a difference in the lives of others every day. We value integrity, respect, inclusion, and working with a dedicated team of Officers and professionals, who are compassionate, courageous, professional, and accountable.

ABOUT THE ROLE

Under the general supervision of the Communications Supervisor and/or the Manager, Support Services & Communications, the Call Taker position plays a vital role in supporting South Simcoe Police Service (SSPS) operations as the primary point of contact between the public and SSPS, responding to emergency and non-emergency calls, directly supporting frontline efforts to ensure officer and public safety. Specifically, the Call Taker position is responsible for receiving and responding to emergency (911) and non-emergency calls, including calls from persons using Telecommunications Devices for Deaf People (TDD) or Teletypewriter (TTY), ensuring compliance with regulated standards, relevant legislation, and Service policies and procedures. Furthermore, the Call Taker position is responsible for assessing the nature and priority of each call, determining the type of assistance required, providing clear, step-by-step instructions to callers during emergencies, and utilizing crisis intervention techniques to calm distressed callers as appropriate. Additionally, the Call Taker Operator position logs calls for service in the computer-aided dispatch (CAD) software, creates occurrences, and coordinates with police officers by providing essential information for each occurrence.

WHAT YOU WILL BE DOING:

Manage Calls

- Respond and Manage Calls
 - Answers and screens incoming calls, terminating or transferring those which do not concern police or dispatch.
 - Refers callers to appropriate outside agencies if it is not a police matter.
 - Prioritize incoming calls, ensuring that the most urgent calls are answered and processed first.
 - Generate calls for service utilizing the CAD program.
 - Gathers complete and accurate information from callers.
 - Adjusts communications style to meet callers needs to quickly determine how to route response.
 - In emergency situations, keeps the complainant on the phone, getting all possible information.
 - Calls the complainant back if necessary. Advises the dispatcher of new information as it is obtained.
 - Provides crisis support to suicidal or depressed callers on a limited basis, pending arrival of emergency services.
- Initiate Calls
 - Contacts other agencies as directed by the Dispatcher.
 - Sends CPIC requests and confirmations, as required.
 - Maintains contact with caller until other agency has taken over the call.

- Adhere to relevant policing legislation, policies and procedures
 - Maintain knowledge of relevant procedures, guidelines, policies and legislation.
 - Comply with federal and provincial legislation, policies and standards related to privacy, documentation and information management (this applies to verbal, written or electronic records).
 - Maintain, organize and share reports and information with authorized personnel, agencies and organizations.

Provide Support

- Deliver Exceptional Customer Service
 - Performs information searches using RMS, CPIC, and other references as necessary.
 - Available to assist coworkers with all duties, as required.
 - Ensure supervisors are kept advised on overdue waiting incidents.
 - Receives emergency 9-1-1 calls for Police. Links call to any other required agencies. Maintains contact with caller until other agency has taken over the call.
 - Terminates non-emergency calls and educates public on the misuse of the system.
 - Institutes hold and trace procedures in the event of unknown problems or nuisance calls.
 - Forwards inaccurate or missing ANI/ALI to Bell Canada for updating of records.
 - Prepare for and make court appearances as witnesses, if required.
- Training
 - Provide an overview of the 911 Call Centre and training to new Call Takers and Police Recruits as part of their orientation to the organization.
 - Keep updated with the job requirements.
 - Attend mandatory service training.

Utilize Technology

- Use Municipal, Provincial, National and International policing databases according to policies and procedures
- Use software such as the following to perform a variety of operational and administrative duties including:
 - Records management systems (RMS)
 - Word processing software
 - Shared systems and software
 - E-mail software
 - Other software as required in work unit
- Use internet by following appropriate procedures

Participate in Training

- Participate in training as requested
 - Orient and train students assigned to the unit as required
 - Respond to questions for system entries and procedures by all members

All of the above duties are representative of the position and are not to be construed as all inclusive.

MINIMUM REQUIREMENTS:

- Minimum of Secondary School Diploma
- 1 year relevant post-secondary education in a related field
- More than 1 year of previous relevant experience
- Ability to work rotating shifts which includes, days, afternoons, nights and weekends
- Ability to multi-task, adjust priorities, and work in a fast paced and demanding environment;
- Excellent customer service skills;
- Keyboarding (40 wpm).

NICE TO HAVE:

- Completion of a recognized Public Safety Communications Course is an asset
- APCO (Association of Public-Safety Communications Officials) considered an asset

Please note:

ISA Standards Hearing Test will be requested from shortlisted candidates. Candidates will be evaluated in several stages, which will include testing, panel interview, psychological assessment and a complete police background check.

HOW TO APPLY:

It is very important that your application contains the following documents, incomplete files will not be accepted. Documents can be found on our website – Civilian Recruitment.

1. A one-page cover letter
2. A resume
3. Application Survey Form
4. Consent Form

Email your application to recruitment@southsimcoepolice.ca, indicate "Call Taker" in the subject line.

Resumes will be received until **Wednesday August 12, 2026 at 4:00 p.m.** for this position.

We value a fair and personal hiring experience. Decisions regarding your application are made by people, not machines. We do not use AI in candidate selection.

The South Simcoe Police Service is an equal opportunity employer and strives to ensure that it represents the diverse community it serves. The South Simcoe Police Service is committed to equitable treatment of all individuals in accordance with the Ontario Human Rights Code. Accommodation will be provided in accordance with the Ontario Human Rights Code and the position requirements.